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REMARKS

Claims 1, 4-10, 12, 14-19, and 21-32 were considered by the Examiner. Claims 1, 4-10, 12, 14-19, and 21-32 stand rejected by the Examiner.

In this response, claims 1, 8, 12, 16-19, 28, and 31 have been amended. Thus, claims 1, 4-10, 12, 14-19, and 21-32 are pending.

Claim Objections

Regarding claims 1, 8, 12 and an objection has been made to the use of the phrase "a call center or office telephony asset" in each of these claims. These claims have been amended to "telephony asset" to eliminate the confusion.

Regarding claims 16-17, an objection has been made that these claims currently depend on cancelled claim 13. Applicant notes that claim 18 also depends on cancelled claim 13. Claims 16, 17, and 18 have been amended to depend on independent claim 12.

Rejections under 35 U.S.C. Sec. 102

Claims 31 and 32 are rejected under 35 U.S.C. 102(e) as being anticipated by Alexander et al. (US 6,798,767).

Claim 31 as amended reads as follows:

31. (currently amended) A method of addressing a call center or telephony asset on a network, comprising:
determining a network address for the asset using an electronic identifier; and
using the network address to communicate with a remote system over a network;
wherein the asset is selected from the group consisting of: *a headset and a handset
lifter.*

Claim 31 teaches a method of addressing a call center or telephony asset on a network. The method includes determining a network address for the asset using an electronic identifier and using the network address to communicate with a remote system over a network. The asset is selected from the group consisting of a headset and a handset lifter.

Alexander does teach a method of addressing a call center or office telephony asset on a network where the method includes determining a network address for the asset using an electronic identifier, and using the network address to communicate with a remote system over a network, where the asset is selected from the group consisting of a headset and a handset lifter. Thus, at least for the foregoing reasons, applicant respectfully submits that Alexander does not teach or suggest all the claimed elements of amended claim 31.

Claim 32

Claim 32 is dependent on claim 31. Therefore, it is respectfully submitted that claim 32 is patentable over Alexander at least for the reasons stated above with respect to the patentability of claim 31. Accordingly, Applicant respectfully requests the withdrawal of the rejection of claim 32. Thus, at least for the foregoing reasons, applicant respectfully submits that Alexander does not teach or suggest all the claimed elements of amended claim 32.

Rejections under 35 U.S.C. Sec. 103

Rejections under 35 U.S.C Sec. 103(a)

Claims 1, 4-10, 12, 14-19, 21-23, and 28-30 are rejected under 35 U.S.C. 102(b) as being unpatentable over Alexander.

Claim 1 as amended reads as follows:

1. (amended) A telephony asset for being managed over a network by a remote system, the asset comprising:
 - a memory storing an electronic identifier mappable to a network address;
 - a network connection configured to communicate with a network; and
 - a network interface communicatively coupled to the network connection, the network interface configured to communicate over the network with the remote system using the network address;wherein *the asset is at least one member selected from the group consisting of: a headset and a handset lifter.*

Claim 1 teaches a telephony asset for being managed over a network by a remote system.

The asset is at least one member selected from the group consisting of a headset and a handset lifter. The asset includes a memory storing an electronic identifier mappable to a network address, a network connection configured to communicate with a network, and a network interface communicatively coupled to the network connection. The network interface is configured to communicate over the network with the remote system using the network address.

Alexander does not teach or suggest a call center or office telephony asset for being managed over a network by a remote system where the asset is at least one member selected from the group consisting of a headset and a handset lifter.

Thus, at least for the foregoing reasons, applicant respectfully submits that Alexander does not teach or suggest all the claimed elements of amended claim 1.

Claims 4-7

Claims 4-7 are dependent on claim 1. Therefore, it is respectfully submitted that claims 4-7 are patentable over Alexander at least for the reasons stated above with respect to the patentability of claim 1. Accordingly, Applicant respectfully requests the withdrawal of the rejection of claims 4-7.

Claim 8

Claim 8 as amended reads as follows:

8. (amended) A telephony asset assembly for being managed over a network by a remote system, the assembly comprising:
- an *asset comprising a headset or handset lifter*, the asset having an electronic identifier stored therein, the electronic identifier mappable to a network address;
 - a network interface communicatively coupled to the asset and configured to communicatively couple with the remote system over a network using the network address; and
 - a management module, the management module operatively coupled to the asset for performing a management task thereon.

Claim 8 teaches a telephony asset assembly for being managed over a network by a remote system. The assembly includes an asset comprising a headset or handset lifter. The asset has an electronic identifier stored therein, with the electronic identifier mappable to a network address. The assembly includes a network interface communicatively coupled to the asset and configured to communicatively couple with the remote system over a network using the network address. The assembly further includes a management module, where the management module is operatively coupled to the asset for performing a management task thereon.

Alexander does not teach or suggest a telephony asset assembly for being managed over a network by a remote system where the assembly includes an asset comprising a headset or handset lifter. Thus, at least for the foregoing reasons, applicant respectfully submits that Alexander does not teach or suggest all the claimed elements of amended claim 8.

Claims 9-10

Claims 9-10 are dependent on claim 8. Therefore, it is respectfully submitted that claims 9-10 are patentable over Alexander at least for the reasons stated above with respect to the patentability of claim 8. Accordingly, Applicant respectfully requests the withdrawal of the rejection of claims 9-10.

Claim 12

Claim 12 as amended reads as follows:

12. (amended) A telephony asset assembly for being managed over a network by a remote system, the assembly comprising:
- an asset comprising a *headset or handset lifter*;
 - a proxy device operatively coupled to the asset, the proxy device having a network interface configured to assign a network address for the asset and communicatively couple with the remote system over a network using the network address; and
 - a management module, the management module operatively coupled to the asset for performing a management task thereon.

Claim 12 as amended teaches a telephony asset assembly for being managed over a network by a remote system. The assembly includes an asset comprising a headset or handset lifter. The assembly also includes a proxy device operatively coupled to the asset, where the proxy device has a network interface configured to assign a network address for the asset and communicatively couple with the remote system over a network using the network address. The

assembly further includes a management module, where the management module is operatively coupled to the asset for performing a management task thereon.

Alexander does not teach or suggest a telephony asset assembly for being managed over a network by a remote system where the assembly includes an asset comprising a headset or handset lifter. Thus, at least for the foregoing reasons, applicant respectfully submits that Alexander does not teach or suggest all the claimed elements of amended claim 12.

Claims 14-18

Claims 14-18 are dependent on claim 12. Therefore, it is respectfully submitted that claims 14-18 are patentable over Alexander at least for the reasons stated above with respect to the patentability of claim 12. Accordingly, Applicant respectfully requests the withdrawal of the rejection of claims 14-18.

Claim 19

Claim 19 as amended reads as follows:

19. (amended) A call center comprising:
- a plurality of call center assets, wherein each of the plurality of call center assets is a *headset or handset lifter*;
 - a plurality of network interfaces, each network interface associated with at least one asset and configured to communicate over a network for the asset;
 - a central management system configured to communicate with the network interfaces over the network to perform at least one management task related to the assets.

Claim 19 teaches a call center including a plurality of call center assets, where each of the plurality of call center assets is a headset or handset lifter. The call center includes a plurality of network interfaces, where each network interface is associated with at least one asset and configured to communicate over a network for the asset. The call center further includes a

central management system configured to communicate with the network interfaces over the network to perform at least one management task related to the assets.

Alexander does not teach or suggest a call center including a plurality of call center assets, where each of the plurality of call center assets is a headset or handset lifter. Thus, at least for the foregoing reasons, applicant respectfully submits that Alexander does not teach or suggest all the claimed elements of amended claim 19.

Claims 21-23

Claims 21-23 are dependent on claim 19. Therefore, it is respectfully submitted that claims 21-23 are patentable over Alexander at least for the reasons stated above with respect to the patentability of claim 19. Accordingly, Applicant respectfully requests the withdrawal of the rejection of claims 21-23.

Claim 28

Claim 28 as amended reads as follows:

28. (amended) A proxy device to facilitate the management of a call center or office telephony asset by a remote system, comprising:
- a network interface configured to communicatively couple to the remote system over a network, the network interface further configured to assign an identifier to the asset, the identifier being mappable to a globally unique network address associated with the asset; and
 - a management module communicatively coupled to the network interface, the management module configured to facilitate a management task for the asset in response to receiving a management instruction communication from the remote system that is associated with the asset's globally unique network address, wherein *the asset comprises a headset or handset lifter.*

Claim 28 as amended teaches a proxy device to facilitate the management of a call center or office telephony asset by a remote system. The proxy device includes a network interface

configured to communicatively couple to the remote system over a network, where the network interface is further configured to assign an identifier to the asset, and the identifier is mappable to a globally unique network address associated with the asset. The proxy device further includes a management module communicatively coupled to the network interface, where the management module is configured to facilitate a management task for the asset in response to receiving a management instruction communication from the remote system that is associated with the asset's globally unique network address. Claim 28 teaches the asset comprises a headset or handset lifter.

Alexander does not teach a proxy device including a management module communicatively coupled to a network interface, where the management module is configured to facilitate a management task for the asset in response to receiving a management instruction communication from the remote system that is associated with the asset's globally unique network address, and where the asset is a headset or handset lifter. Thus, at least for the foregoing reasons, applicant respectfully submits that Alexander does not teach or suggest all the claimed elements of amended claim 28.

Claims 29-30

Claims 29-30 are dependent on claim 28. Therefore, it is respectfully submitted that claims 29-30 are patentable over Alexander at least for the reasons stated above with respect to the patentability of claim 28. Accordingly, Applicant respectfully requests the withdrawal of the rejection of claims 29-30.

Claims 24-27

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Claims 24-27 are rejected under 35 U.S.C. 103(a) as being unpatentable over Alexander in view of Weaver.

Claims 24-27 are dependent on claim 19. Therefore, it is respectfully submitted that claims 24-27 are patentable over Alexander in view of Weaver at least for the reasons stated above with respect to the patentability of claim 19. Accordingly, Applicant respectfully requests the withdrawal of the rejection of claims 24-27.

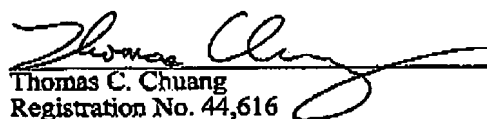
CONCLUSION

In view of the above amendments and remarks, allowance of the pending claims is respectfully requested.

Respectfully submitted,

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